

Please adopt VRS reimbursement rates that will cover costs for the recruitment and training of qualified interpreters for the VRS environment. Rates should also be adequate to cover further research and development efforts to improve the quality and access of VRS including on how to make VRS more available for deaf/sign language users.

I use this service several times a week for business and personal reasons, primarily for conference calls. There has been an increase in wait time for available interpreters as more customers are using the VRS and less interpreters to handle those calls.

Thank you for your consideration.